UNADJUSTED

California Public Utilities Commission Service Quality Standards Reporting General Order No. 133-D

Company Name:	Нар	py Valley Tele	phone Company		J#:	1021	Report Year:	2020
Reporting Unit Type:	■ Total	E	ia W	F	Reporting Unit Nan		Total Company	

	Management (Compile or	and he file mantants		Date filed			Date filed			Date filed			Date filed	
	Measurement (Compile n	ionthly, file quarterly)		1st Quarter			2nd Quarter			3rd Quarter			4th Quarte	r
			Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec
Installation Interva	al	Total # of business days	47	21	69									
Min. standard = 5 b		Total # of service orders	11	5	20									
IVIIII. Staridard – 5 t	ous. days	Avg. # of business days	4.27	4.20	3.45	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
		Total # of installation commitments	11	5	20									
Installation Comm	nitment	Total # of installation commitment met	11	5	19									
Min. standard = 959	% commitment met	Total # of installation commitment missed	0	0	1									
		% of commitment met	100%	100%	95%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Customers		Acct # for voice or bundle, res+bus	1.709	1.694	1,705									
Customer Trouble	Report	, , , , , , , , , , , , , , , , , , , ,	,	,	,									
		Total # of working lines					1							
	6% (6 per 100 working lines for units w/ ≥ 3.000 lines)	Total # of trouble reports												
Standard	uritis w/ ≥ 3,000 lines)	% of trouble reports												
ğ	8% (8 per 100 working lines for	Total # of working lines	2004	1984	1967									
ţa	units w/ 1,001 - 2,999 lines)	Total # of trouble reports	46	24	14									
	<u>.c.</u>	% of trouble reports	2.30%	1,21%	0.71%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Ē	10% (10 per 100 working lines	Total # of working lines												
	for units w/ ≤ 1,000 lines)	Total # of trouble reports												
	ioi units w/ ± 1,000 intes)	% of trouble reports												
	<u> </u>	Total # of outage report tickets	40	14	8									
		Total # of repair tickets restored in < 24hrs	35	13	6									
Adjusted		% of repair tickets restored ≤ 24 Hours	87.50%	92.86%	75.00%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Out of Service Re	nort	Sum of the duration of all outages (hh:mm)	604.32	78.65	130.02									
Min. standard = 90°		Avg. outage duration (hh:mm)	15.11	5.62	16.25	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Willi. Standard = 50	70 WILLING 24 1113	Indicate if catastrophonc event is in a month												
Unadjusted		Total # of outage report tickets	40	14	8									
Out of Service Re	port	Total # of repair tickets restored in ≤ 24hrs	26	6	2									
	=	% of repair tickets restored ≤ 24 Hours	65.00%	42.86%	25.00%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
		Sum of the duration of all outages (hh:mm)	1437.88	610.45	399.33									
		Avg. outage duration (hh:mm)	35.95	43.60	49.92	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Refunds		Number of customers who received refunds	3	7	8									
		Monthly amount of refunds	\$ 93.97	\$ 190.57	\$ 225.66									
Answer Time (Trouble Reports, Billing & Non-Billing)														
Min. standard = 80°	% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing					ĺ							
live agent (w/a mer	nu option to reach live agent).	Total # of call seconds to reach live agent					ĺ							
5 ,		%< 60 seconds												
						·								

Primary Utility Contact Information

Name: Gail Long	Phone: 541-516-8210	Email: Gail.long@tdstelecom.com

Date Adopted: 7/28/09

Date Revised: 12/08/09 (Corrects typographical errors)
Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)
Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)

Company Name:	Happy Valley Telephone Company	U#: 1010	Report Year:	2020
Reporting Unit Type:	□ Total Company	Reporting Unit Name:	Igo	

				Date filed			Date filed			Date filed			Date filed	
	Measurement (Compile me	onthly file quarterly)												
	measurement (complie in	ontiny, the quarterly)		1st Quarter			2nd Quarter			3rd Quarter			4th Quarte	
		T	Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec
Installation Interv	al	Total # of business days	22	0	13									
Min. standard = 5 b	ous. days	Total # of service orders	5.50	(DI) ((O)	3	"D" //OI	"DIV (O)	#DD //OI	"D" (/OI	"D" //OI	"D" //OI	"D" ('0)	"DI) ((0)	#PD //OI
		Avg. # of business days	5.50	#DIV/0!	4.33	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
		Total # of installation commitments	4	0	3									
Installation Comm		Total # of installation commitment met	4	0	3									
Min. standard = 95	% commitment met	Total # of installation commitment missed	0	0	0									
		% of commitment met	100%	#DIV/0!	100%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Customers		Acct # for voice or bundle, res+bus	271	267	267									
Customer Trouble	Report													
	60/ /6 400 di li f	Total # of working lines												
	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of trouble reports												
ard	units w/ ≥ 3,000 lines)	% of trouble reports												
혈	8% (8 per 100 working lines for	Total # of working lines												
)ta	units w/ 1.001 - 2.999 lines)	Total # of trouble reports												1
جٌ ا	units w/ 1,001 - 2,999 iiiles)	% of trouble reports												1
≅		Total # of working lines	314	313	310									
		Total # of trouble reports	4	13	6									
		% of trouble reports	1.27%	4.15%	1.94%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
		Total # of outage report tickets	3	12	6									
		Total # of repair tickets restored in ≤ 24hrs	3	11	5									
Adjusted		% of repair tickets restored ≤ 24 Hours	100.00%	91.67%	83.33%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Out of Service Re	port	Sum of the duration of all outages (hh:mm)	11.63	67.15	72.67									
Min. standard = 90	% within 24 hrs	Avg. outage duration (hh:mm)	3.88	5.60	12.11	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
		Indicate if catastrophonc event is in a month												
		Total # of outage report tickets	3	12	6	•								
Unadjusted		Total # of repair tickets restored in ≤ 24hrs	2	6	1									
Out of Service Re	port	% of repair tickets restored ≤ 24 Hours	67%	50%	17%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
		Sum of the duration of all outages (hh:mm)	71.58	389.60	320.68									
		Avg. outage duration (hh:mm)	23.86	32.47	53.45	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Refunds		Number of customers who received refunds	0	0	7									
		Monthly amount of refunds	\$ -	\$ -	\$ 192.81									
	ble Reports, Billing & Non-Billing)													
Min. standard = 80	% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												
live agent (w/a me	nu option to reach live agent).	Total # of call seconds to reach live agent												
		%< 60 seconds												
							1	1	1					†
		I	l				1	I	l			1	1	

Primary Utility Contact Information

Name:	Phone:	Email:

Date Adopted: 7/28/09

Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)

Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)

Company Name:	Happy Valley Te	elephone Company	U#:	1010	Report Year:	2020
Reporting Unit Type:	□ Total Company □ Exchange	□ WWire Center	Reporting Unit Name:		Minersville	

	M	and he file mandale)		Date filed			Date filed			Date filed		Date filed		
	Measurement (Compile m	onthly, file quarterly)		1st Quarter			2nd Quarter			3rd Quarter			4th Quarte	r
			Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec
Installation Interva	1	Total # of business days	0	0	0									
Min. standard = 5 b		Total # of service orders	0	0	0									
iviiri. Stariuaru = 5 b	ous. uays	Avg. # of business days	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
		Total # of installation commitments	0	0	0									
Installation Commitment		Total # of installation commitment met	0	0	0									
Min. standard = 95°	% commitment met	Total # of installation commitment missed	0	0	0									
I		% of commitment met	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Customers		Acct # for voice or bundle, res+bus	54	53	53									
Customer Trouble	Report													
	1	Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
ard	units w/ ≥ 3,000 lines)	% of trouble reports												
andar	8% (8 per 100 working lines for	Total # of working lines												
Sta	units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
Min.	=,===,==,	% of trouble reports												
Ξ	10% (10 per 100 working lines	Total # of working lines	90	89	85									
	for units w/≤ 1,000 lines) T	Total # of trouble reports	7	0	1									
		% of trouble reports	7.78%	0.00%	1.18%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
		Total # of outage report tickets	7	0	0									
		Total # of repair tickets restored in ≤ 24hrs	6	0	0									
Adjusted		% of repair tickets restored ≤ 24 Hours	85.71%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Out of Service Rep		Sum of the duration of all outages (hh:mm)	75.53	0	0									
Min. standard = 90°	% within 24 hrs	Avg. outage duration (hh:mm)	10.79	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
		Indicate if catastrophonc event is in a month												
Unadjusted		Total # of outage report tickets	7	0	0									
Out of Service Rep	port	Total # of repair tickets restored in ≤ 24hrs	3	0	0									
•		% of repair tickets restored ≤ 24 Hours	43%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
		Sum of the duration of all outages (hh:mm)	554.72	0.00	0.00									
		Avg. outage duration (hh:mm)	79.25	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Refunds		Number of customers who received refunds	0	1	0									
		Monthly amount of refunds	\$ -	\$ 39.45	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	ble Reports, Billing & Non-Billing)													
	% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing		·										
live agent (w/a mer	nu option to reach live agent).	Total # of call seconds to reach live agent												
		%< 60 seconds												

Primary Utility Contact Information

Email:

Date Adopted: 7/28/09

Date Revised: 12/08/09 (Corrects typographical errors)

Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)

Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)

Name:

Company Name:	Happy	y Valley Teleph	one Company	U#:	1010		Report Year:	2020
Reporting Unit Type:	□ Total Company	☑ Exchange	□ \w ire Center	Report	ing Unit Name:	Olinda		

	Measurement (Compile m	anthly file granterly)		Date filed			Date filed			Date filed			Date filed	
	weasurement (Compile m	onthly, file quarterly)		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter	
		I r	Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec
Installation Interva	I	Total # of business days	22	21	45								<u> </u>	
Min. standard = 5 bu	us. days	Total # of service orders	6	5	16	"B" //61	#B###		#BD #/61	#B n //el	"B" "A	#B B //61	#B####	//DD //O1
	Avg. # of business days Total # of installation commitment		3.67	4.20	2.81	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
			6	5	16									
Installation Commi		Total # of installation commitment met	6	5	16									
Min. standard = 95%	6 commitment met	Total # of installation commitment missed	0	0	0									
		% of commitment met	100%	100%	100%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Customers		Acct # for voice or bundle, res+bus	1081	1072	1085									
Customer Trouble	Report													
	201/2 122 11 11 1	Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
밑	units w/ ≥ 3,000 lines)	% of trouble reports												
Standard	00/ /0 100 1: 1: 1:	Total # of working lines	1220	1203	1196									
ta	8% (8 per 100 working lines for	Total # of trouble reports	9	5	3								 	
9,	units w/ 1,001 - 2,999 lines)	% of trouble reports	0.74%	0.42%	0.25%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
<u>Mi</u>	10% (10 per 100 working lines	Total # of working lines		011270	0.2070									
	for units w/ ≤ 1,000 lines)	Total # of trouble reports												
	ioi units w/ ≤ 1,000 lines)	% of trouble reports												
	•	Total # of outage report tickets	6	0	1									1
		Total # of repair tickets restored in ≤ 24hrs	6	0	0									
Adjusted		% of repair tickets restored ≤ 24 Hours	100.00%	#DIV/0!	0.00%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Out of Service Rep	ort	Sum of the duration of all outages (hh:mm)	25.68	0	53.12									
Min. standard = 90%		Avg. outage duration (hh:mm)	4.28	#DIV/0!	53.12	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
		Indicate if catastrophonc event is in a month												
Unadjusted		Total # of outage report tickets	6	0	1									
Out of Service Rep	ort	Total # of repair tickets restored in ≤ 24hrs	2	0	0									
		% of repair tickets restored ≤ 24 Hours	33%	#DIV/0!	0%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
		Sum of the duration of all outages (hh:mm)	201.27	0.00	56.12									
		Avg. outage duration (hh:mm)	33.55	#DIV/0!	56.12	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Refunds		Number of customers who received refunds	2	4	0									
Monthly amount of refunds		\$ 60.72	\$ 98.42	\$ -									ļ	
Answer Time (Trouble Reports, Billing & Non-Billing)														
Min. standard = 80%	6 of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												
live agent (w/a menu	u option to reach live agent).	Total # of call seconds to reach live agent												
		%<_60 seconds												

Primary Utility Contact Information

Name:	Phone:	Email:	

Date Adopted: 7/28/09
Date Revised: 12/08/09 (Corrects typographical errors)
Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)
Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)

Company Name:	Happy Valley Te	elephone Company	U#:	1010	Report Year:	2020
Reporting Unit Type:	□ Total Company	□ We/re Center	Reporting Unit Name:	Platin	па	

Measurement (Compile monthly, file quarterly)		Date filed			Date filed			Date filed			Date filed			
weasurement (compile monthly, me quarterly)			1st Quarter		2nd Quarter		3rd Quarter			4th Quarter				
			Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec
Min. standard = 5 bus. days Total Avg.		Total # of business days	3	0	0									1
		Total # of service orders	1	0	0									
		Avg. # of business days	3.00	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Installation Commitment Min. standard = 95% commitment met		Total # of installation commitments	1	0	0									├
		Total # of installation commitment met	1	0	0									1
		Total # of installation commitment missed	0	0	0									i
		% of commitment met	100%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Customers		Acct # for voice or bundle, res+bus	57	57	57									
Customer Trouble	Report													1
	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines												
Min. Standard		Total # of trouble reports												1
		% of trouble reports												
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines												i
		Total # of trouble reports												
		% of trouble reports												
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	91	92	92									
		Total # of trouble reports	0	0	0									
		% of trouble reports	0.00%	0.00%	0.00%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
	· ·	Total # of outage report tickets	0.0070	0.0070	0.0070	#BIV/O.	#101070.	#BIV/0.	#BIV/0.	#B1470.	#BIV/O.	WBIV/O.	#B1070.	#B1170.
Adjusted Out of Service Report Min. standard = 90% within 24 hrs		Total # of repair tickets restored in < 24hrs	0	0	0									
		% of repair tickets restored ≤ 24 Hours	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
		Sum of the duration of all outages (hh:mm)	0	0	0									
		Avg. outage duration (hh:mm)	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
		Indicate if catastrophonc event is in a month												
Unadjusted Out of Service Report		Total # of outage report tickets	0	0	0									
		Total # of repair tickets restored in ≤ 24hrs	0	0	0									
		% of repair tickets restored ≤ 24 Hours	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
		Sum of the duration of all outages (hh:mm)	0.00	0.00	0.00									
		Avg. outage duration (hh:mm)	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	0.00	#DIV/0!
Refunds		Number of customers who received refunds	1	0	0	0	·	(0	0	0	0	0	0
		Monthly amount of refunds	\$ 33.25	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Answer Time (Trouble Reports, Billing & Non-Billing)														1
Min. standard = 80% of calls < 60 seconds to reach		Total # of calls for TR, Billing & Non-Billing												1
live agent (w/a menu option to reach live agent).		Total # of call seconds to reach live agent												
		%< 60 seconds												
			1				1	L						

Primary Utility Contact Information

Name:	Phone:	Email:	

Date Adopted: 7/28/09
Date Revised: 12/08/09 (Corrects typographical errors)
Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)
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